

PLAIN TALKS

November/December 1990 Volume 69 Number 7

2 Turtle doves →

← 3 French hens

4 Calling birds →

← 5 Gold Rings

6 Geese-a-laying →

← 7 Swans-a-swimming

8 Maids-a-milking →

← 9 Pipers piping

10 Ladies dancing →

← 11 Lords-a-leaping

12 Drummers drumming →

**Reddy Rhythms
sing out!**

Retirees convene
in Lake Arthur

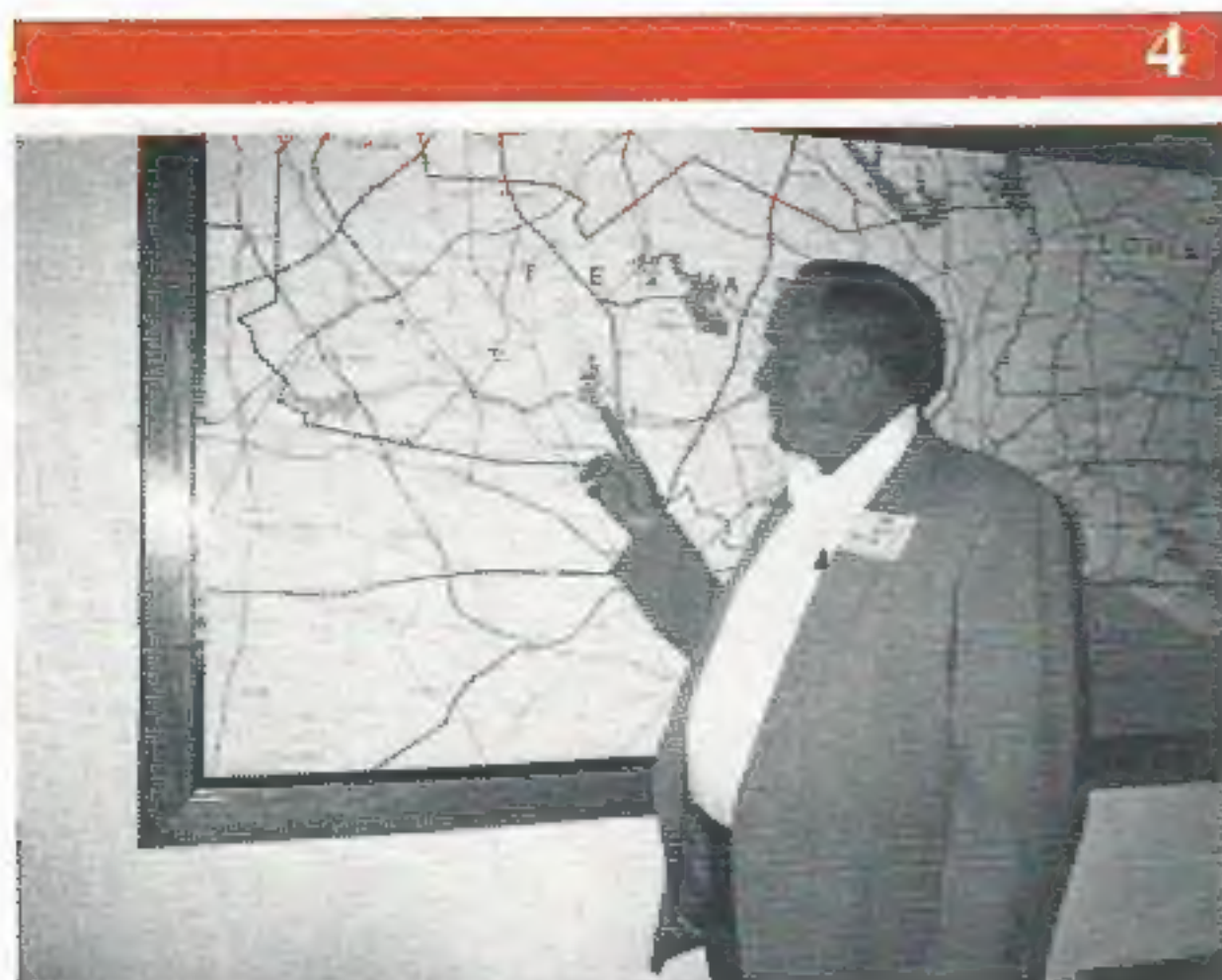
Lewis Creek reaches
double decade

Are you up-to-date
on benefit changes?

**SPECIAL
HOLIDAY GREETING
INSIDE**

PLAIN TALKS

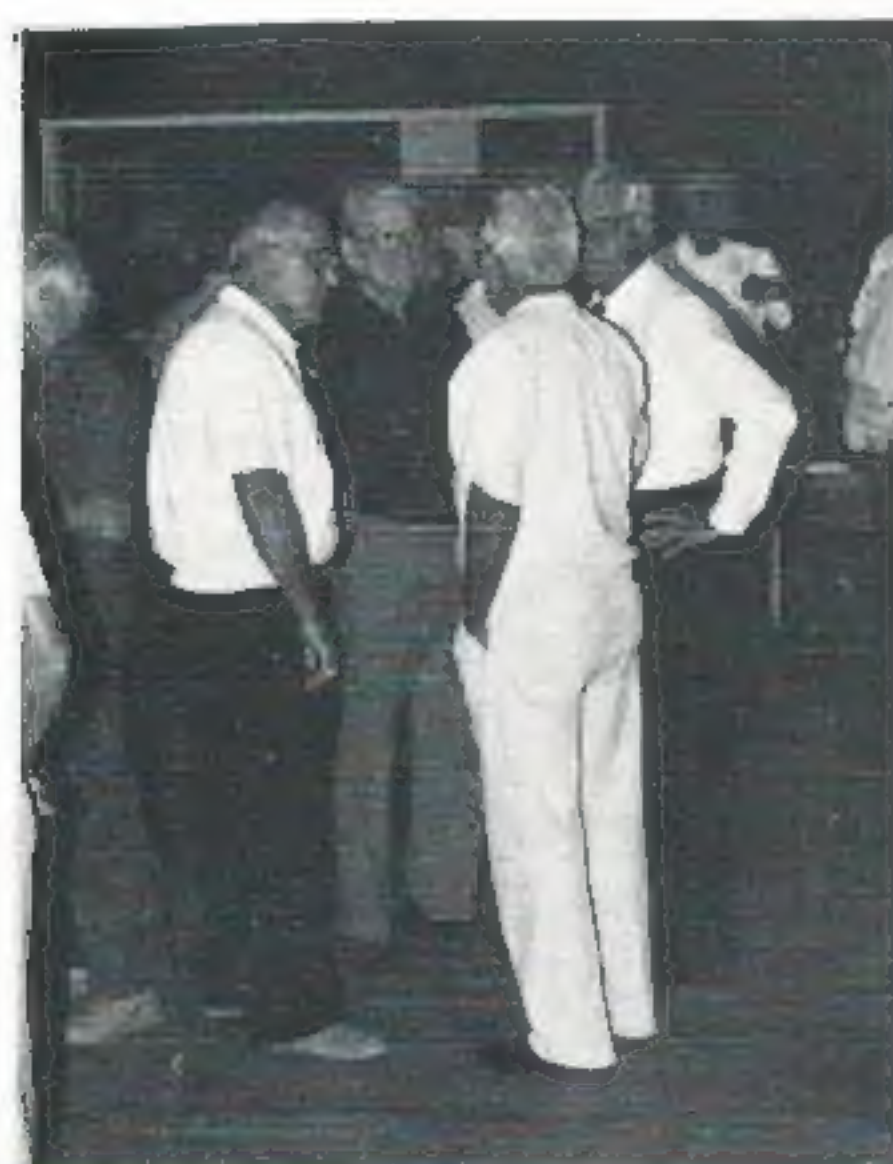
November/December 1990 Volume 69 Number 7



4



10



3



8

About the cover

The Reddy Rhythms, a volunteer employee musical group, get the audience involved with "The Twelve Days of Christmas" while performing their 1989 Christmas Music Revue at Parkdale Mall in Beaumont. Photo by Buddy Armstrong. (Pages 8-9)



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Employees who change residences or offices should fill out company mailing-address-forms (GSU0012-00-81) and return them to the mailroom in Edison Plaza. GSU publications, departmental mailings and other company information are not automatically forwarded; addresses must be corrected when employees move.

CONTENTS

Sideliners come together in Lake Arthur

- 3 Retirees from all five division Sideliner clubs gathered at the Lakeshore Club in Lake Arthur, La., for the annual systemwide Sideliners meeting.

Lewis Creek celebrates 20th anniversary

- 4 On Dec. 14, 1970, the first of two generating units at Lewis Creek went into commercial operation. Plain Talks takes a look at some of the successes and challenges during the past 20 years.

Understanding your benefit revisions

- 6 Last March, several changes were made to the medical benefits plan. Two areas that may be causing some confusion are further explained.

Reddy Rhythms bring harmony to workplace

- 8 The Reddy Rhythms, a volunteer group located in Beaumont, is made up of employees who sing, dance and play different instruments. In 1990, the group performed over 20 times for employees and the community.

Putting on the hits

- 10 Employees representing each division, along with the Reddy Rhythms, have put together their time and talent for a special Christmas gift to employees and their families. Included in this issue is a soundsheet with a musical greeting from each division.

- 12 Service Anniversaries
14 Newsbriefs
15 Mailbox

Sideliners come together in Lake Arthur



The Baton Rouge Division Sideliners



Retirees from across the system gathered for the annual systemwide Sideliners meeting. It's a time where friends get reacquainted, eat lunch, hear the latest GSU news and reminisce.



The Lake Charles Division Sideliners



The Beaumont Division Sideliners



Left, The Port Arthur Division Sideliners. Above, The Western Division Sideliners.

Lewis Creek celebrates 20th anniversary



Retiree Jim Meitzen, Lewis Creek's first plant superintendent, locates the plant site in Montgomery County. "The startup of ... Lewis Creek stands out as the smoothest I've seen," says Meitzen.

by Susan Gilley

Ask Lewis Creek Station employees what word association they make when someone says "Lewis Creek," and they're likely to reply, "reliable" or "trouble-free."

For 20 years, the 520-megawatt power plant has steadily worked along. Much of the plant's original 30-person work force moved to Lewis Creek from other power plants as the time neared for the first unit to go on line.

The first of two gas-fired 260-megawatt generating units at the plant went into commercial operation on Dec. 14, 1970. The second unit went into operation on May 22, 1971.

Retiree Jim Meitzen was the plant superintendent when the plant went into operation. "In all my years of working at GSU power plants, the startup of those two units at Lewis Creek

stands out as the smoothest I've seen," recalls Meitzen. Mechanical Maintenance Foreman Ernest Cannon, the first local resident hired at the plant, adds, "We started with a good design and good construction."

"Lewis Creek has maintained the lowest forced outage rate...of any GSU power plant."

Perry Walker

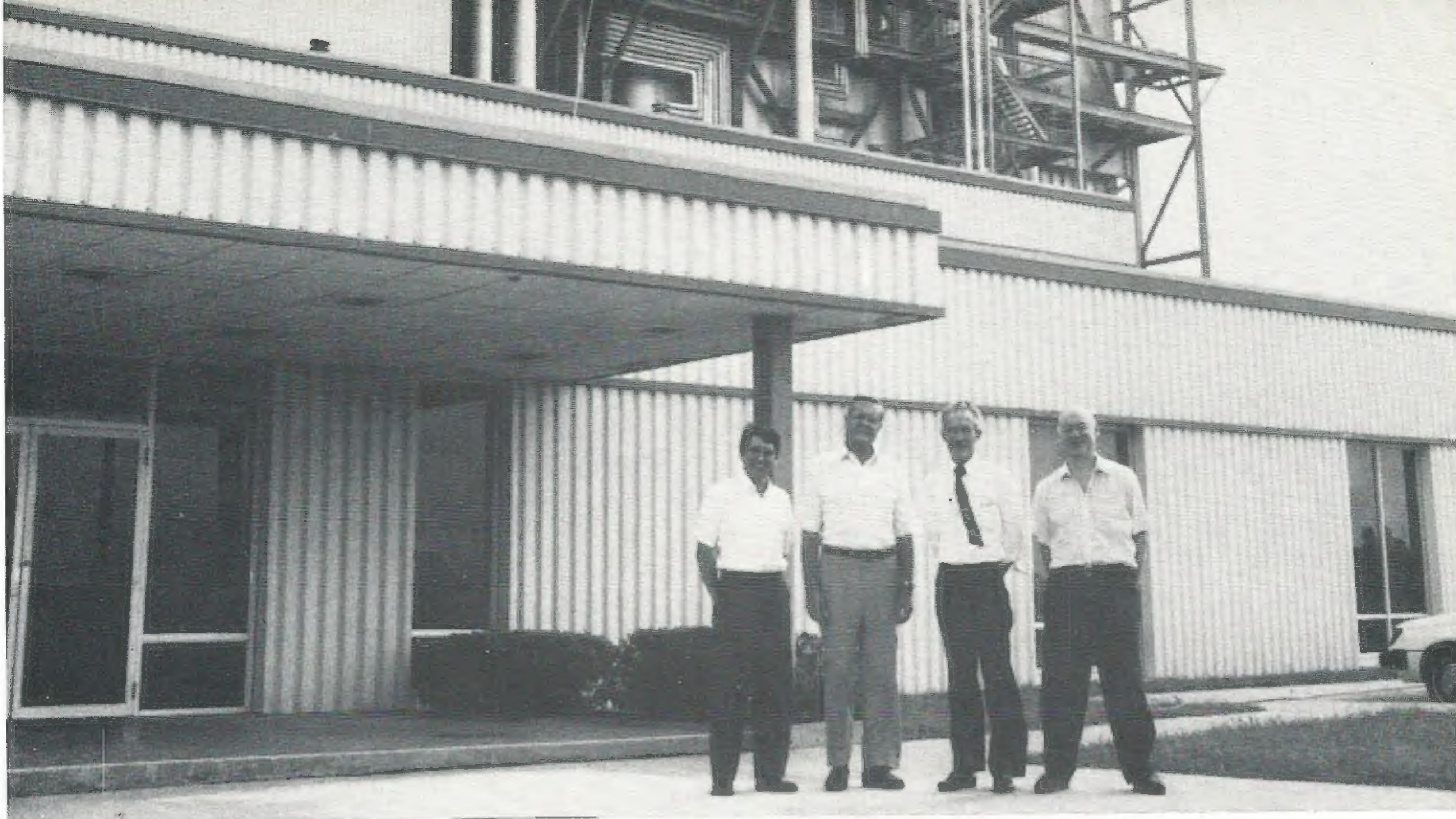
Bill Linnehan, operation supervisor and another original Lewis Creek staffer, explains the success. "The original staff had 15 to 20 years of experience in operations and maintenance. Lewis Creek gave us an opportunity to apply our skills."

In its rural setting near Willis, Texas, the Lewis Creek site sprawls over 2,500 acres, including a 1,000-acre man-

made lake which serves as a cooling water reservoir. The reservoir required 2.5 million yards of dirt to form its 2.4-mile-long dam. No other GSU power plant has such a lake.

Perry Walker, present superintendent, says operating statistics confirm operations have remained smooth throughout the plant's life. "Over the last 20 years, Lewis Creek has maintained the lowest forced outage rate—times when equipment breakdowns would have forced the units to quit operating—of any GSU power plant. We've also stayed on line the highest percentage of time of any active GSU power plant," says Walker.

Lewis Creek has not been entirely perfect, though, Walker admits. "One of the most challenging problems we've faced over the years is control-



At Lewis Creek, the plant superintendents in descending chronological order are: (l to r) Perry Walker (current), Floyd Langlois, Lonnie Cobb and Leroy Hammack, who took over after Jim Mietzen.

ling hydrilla in the reservoir.” During the early 1980s, growth of the aquatic plant was so dense that plant operations were jeopardized. “In the fall,” Linnehan explains, “the hydrilla would die and plug the circulating water intake to the units.”

When that happened, adds Cannon, “We would work long hours with every available person to keep the units on line.” Larry Madden, control operations foreman, notes, “Lewis Creek employees have always taken pride in the plant and its excellent operating record.”

The problem was resolved by stocking the lake with triploid grass carp, a non-breeding, plant-eating fish. Bobby Clay, test foreman, says the solution “proved to be very cost-effective, as well as environmentally

compatible.”

He adds, “Lewis Creek is a solid performer, but our employees deserve the credit for its success. For example, we have gone more than seven years without a single lost-time

“Lewis Creek is a solid performer, but our employees deserve the credit for its success.”

Bobby Clay

accident.”

Walker points out Lewis Creek also shines when its environmental impact is considered. “We use a clean fuel—natural gas. There’s very little evidence that a major generating facility even exists in this location.”

He continues, “That’s the real beauty of this power plant—we’re clean, reliable and unob-

trusive—and we have employees who really care about keeping it that way.”

In addition to Linnehan, Cannon, Madden and Clay, three other original staff members still at Lewis Creek are D.W. Rutherford, master test technician; David Harvey, planning coordinator; and Billie Watt, control operations foreman.

Other original staff members have since transferred to management teams at Neches, Sabine and Willow Glen power plants. They include Scott Bunch, John Cole, Gary Diamond, Chester Draper, Horace Taylor and James Veatch.

Understanding your benefit revisions



by Scott Harper

Rapidly rising medical costs resulted in changes last March to the medical benefits plan. While the change has been smooth, there may be some confusion in two areas: reasonable and customary charge limits (R&C) and pre-certification/utilization review.

R&C Charge Limit

Provident, GSU's insurance carrier, determines what R&C will be by using a statistical analysis of charges submitted by providers of medical services for the same service in a specific zip code area. The zip code used in the analysis is the one where the service is rendered, not where the employee lives. Only the first three numbers of the zip code are used. The analysis is done every six months.

Mike Sealy, manager-bene-

fits, explains the R&C determination process, "The charges for a medical service, identified by its Current Procedure Technology (CPT) code, in a given zip code area will be ranked from the lowest cost to the highest cost during a six month time period. The R&C charge will be whatever cost falls at the 90th percentile.

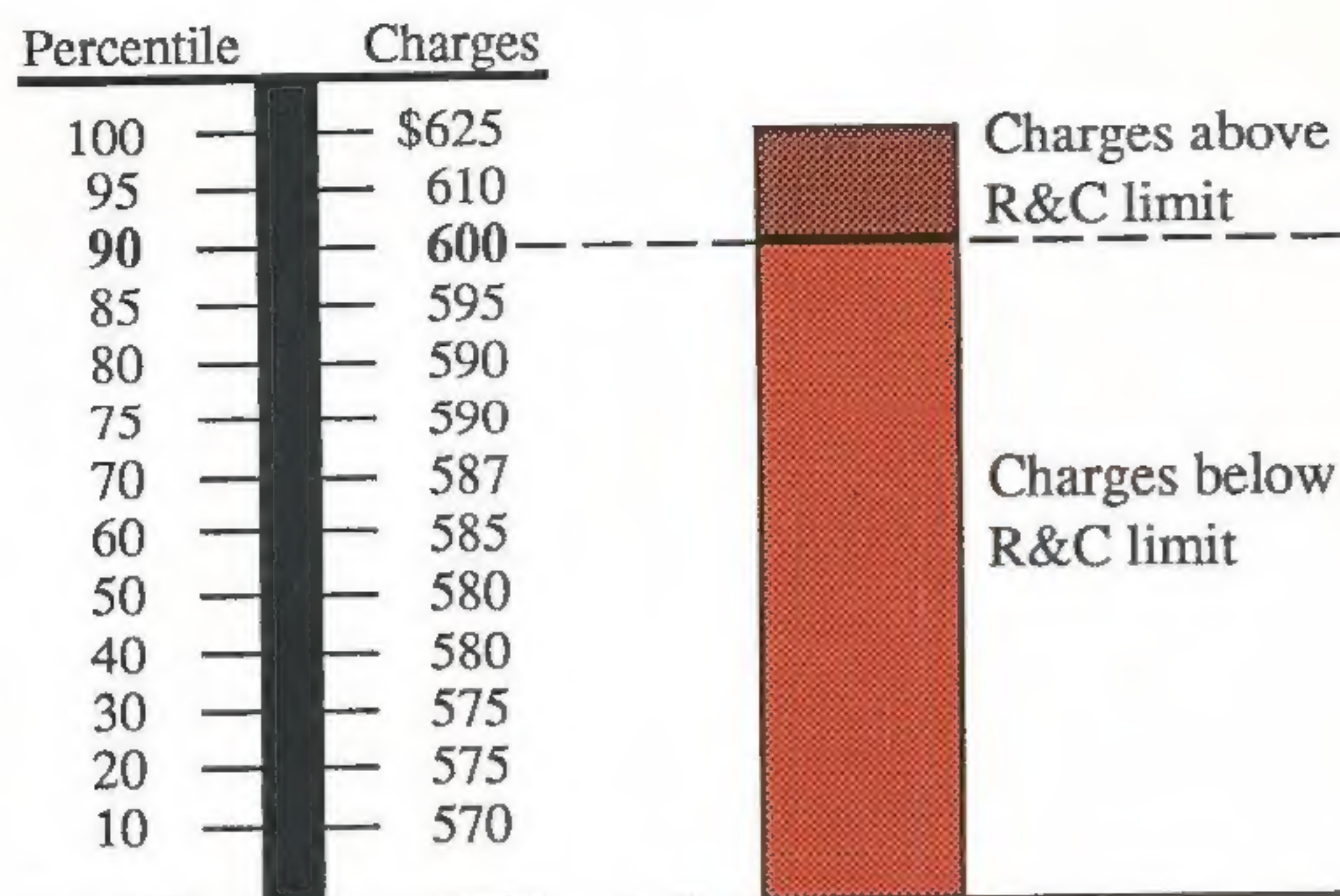
"For example, if there are 1,000 bills for a tonsillectomy-under age 12 (CPT code 42825) in the zip code 777 and \$600 falls at place 900 in the rank order, then the R&C charge for that service or CPT code in zip code 777 is \$600." (see Figure 1)

R&C was established to pay reasonable charges for services rendered. It helps to keep a cap on rising medical costs. Provident has always used R&C limits on our dental plans.

Sealy cites an example, "One employee's spouse was charged \$2,100 for surgery that included seven different procedures. After the claim was filed, Provident informed the employee that R&C for those seven procedures totaled \$950. Provident asked the attending doctor to provide information substantiating the additional charges. The doctor decided to reduce his charge by \$1,000. Before R&C, the plan would have paid 80 percent of his original charge or an extra \$800. R&C really works."

Employees may ask, "How do I know what R&C is for my area?" According to Mark McDuffie, benefits specialist, "If you know what a charge is going to be, Provident can tell you if it falls above or below R&C, but they won't tell you what the actual R&C is. If phy-

**FIGURE 1
DETERMINING R&C LIMIT**



*"The R&C charge will
be whatever cost falls
at the 90th percentile."*
Mike Sealy

sicians knew what R&C was, the ones below it could raise their price which in turn would raise everyone's cost."

Once the employee knows what the cost and CPT code is for a medical procedure, they should call Provient (GSU ext. 8-722-6022) with that information to determine if it falls under R&C. If the cost is above R&C, Sealy offers advice, "I would go back to my doctor and ask if he would consider reducing the charge to the R&C limit or, based on the doctor's historical information of his past charges, how much I will be expected to pay."

Pre-Certification and Utilization Review

Pre-certification is designed to insure that quality care is rendered in the least expensive setting. Pre-certification is for

all hospital overnight stays. Outpatient surgery does not have to be pre-certified.

"If someone is going in the hospital, they should have their doctor call Provient at 1-800-621-4309 for pre-certification before they go to the hospital," says Sealy.

Nurses answer the Provient lines. After they learn what medical service will be provided in the hospital, they ask questions prepared specifically for each CPT code or diagnosis. Based on the CPT code, diagnosis and the medical history of the patient, the nurse will make a determination on whether the hospital admission is medically necessary. If it is, the admission will be pre-certified. If there is a disagreement between your doctor and Provient, there are review options available.

"Once you're in, Provident

will call to confirm your admission and discharge," says Sealy. "They want to make sure you get in and out of the hospital when you need to." If a stay is pre-certified and, due to a medical problem an extended stay is required, it also needs to be pre-certified. This process is called utilization review.

If a hospital admission or extended stay is not pre-certified, the employee will be responsible for 20 percent of the hospital charges.

On emergency or maternity admissions (including normal maternity delivery admissions pre-certified in advance), employees have 48 hours after admission to contact Provient for certification. Any questions regarding pre-certification or R&C can be directed to Mark McDuffie (733-5715) or Cecilia Russell (733-2754).

Reddy Rhythms bring harmony to workplace

by Mark Viguet

Long lines form in the Edison Plaza Cafeteria, snaking past the buffet table, deli and lunch trays, finally spilling out into the foyer. The crowd mills about and employees, buzzing with anticipation, hurriedly find tables.

Is a tasty new entree' on the menu?

Not unless you count entertainment. Gulf States Utilities' Reddy Rhythms, the company musical group, is about to perform. The original company orchestra started in 1922, and a version of that group has been performing off and on ever since. In fact, according to a recent study, more than 50 Fortune 500 companies have such groups.

"It's unbelievable how much the Reddy Rhythms have changed and grown," says Scott Harper, employee communica-



The "GSU Hickory Stump Band and Cornfield Crew," a special number in the 1989 Reddy Rhythm Christmas Revue, perform "Christmas Time's A-Comin'" at Parkdale Mall in Beaumont.

tions representative, who took over as director in 1988. "At one time it was strictly a Christmas choir, but now we do performances several times a year besides Christmas."

By September, the group had scheduled nine December performances of their 1990 Christmas Revue, and has added one more show.

"We've already had one call from someone requesting a performance next April," Harper says.

The size of the group has grown along with the number of performances. From about 15 members in 1988, the group has swelled to approximately 40 today, including an orchestra with drums, stand-up bass, piano, flute, trombone, trumpet and guitar.

"Not only has the number of performances and members

increased, but the content of the shows has changed," Harper says. "In addition to singing, we include numbers with dancing, comedy, skits, props and costume changes. Really, it's like a variety show."

The Reddy Rhythms go on the road to local retirement hotels, malls and schools.

"One special highlight was performing for the board of directors at their dinner last May," Harper says. "Ann Cobb (GSU vice president and secretary) saw us at a service center show and invited us. It's amazing how the word has spread about the group."

The group practices for a show, like last summer's Reddy Rhythm Vacation, twice weekly during lunch. They start rehearsals 2-3 months before the first performance.

"For a volunteer group, it's



Left, The musical group sings the theme song from "The Brady Bunch" during a television theme song medley in "A Reddy Rhythm Vacation", performed this past summer. The Reddy Rhythms presented this show seven times. Above, (l to r) Robert Adams, Andy Grosze, Carliss Jones and Scott Harper pose as "The Spark-o-Matics" while performing "Surfin' USA" in the 1989 Independence Day program.

hard to believe all the work these people put into it," Harper says. "For instance, practice for this year's Christmas show started in September. By the end of November, the whole show was ready."

With that much volunteer time and effort necessary to pull off a show, what attracts members?

"I enjoy performing," says Carliss Jones, secretary-power interconnections, who serves as secretary for the group. "I enjoy singing, and it's a great break from the routine. It gives me experience in ad-libbing and memorizing, and it helps me not take myself so seriously. I've learned that my gift is to make a fool of myself in front of a crowd."

Grady Smith, senior systems analyst, has been involved with the group since the late 1950s,

and previously served as the group's director.

"It's sort of like being a runner. The more they run, the better they feel. When you sing, it makes you feel good. You get finished and it's lifted your spirits. Especially around Christmas—music and the holidays just seem to go together," Smith says. "And it's nice to perform for people who don't get out much, like those in the retirement hotels."

Jill Street, curator -Edison Plaza Museum, plays piano for the group.

"I'm in the Reddy Rhythms because it's fun and it gives me the opportunity to use my music background," says Street, who holds undergraduate and graduate degrees in piano performance. "The practices are a good stress reliever. I just enjoy being with

the people in the group so much."

Quentin Whitman, supervisor-application systems, is president of the group and has played guitar and banjo.

"I've met a lot of people from throughout the company I normally wouldn't meet doing my job," Whitman says. "That's been a real plus. Everybody in the group shares an interest in music or performing, and having fun."

Harper agrees.

"One of the reasons people like us—and a comment I often hear—is that the audience has fun because they know we're having fun," he says. "We may not be professionals, but we are a bunch of people who like to sing and have a good time."

Putting on the hits

by Betty Gavora and Mark Viguet

Talent. That's one of the common ingredients you'll find among the diverse employee performances on the 1990 Christmas Greeting record, included in this issue. Each employee has crafted a unique way to say "Happy Holidays" in song, from Terry Huval and Jambalaya's spiced-up Cajun-style "Jingle Bell Rock" to GSU's Reddy Rhythms' traditional Christmas carols. Following is a brief introduction of the employees and how they became interested in music.



Lacy



Huval (second from left) and Jambalaya Cajun Band.

Terry Huval and Jambalaya

Laughing, dancing and toe-tapping fill the room when Terry Huval takes up his fiddle and bow. As his Jambalaya Cajun band plays lively music, you can see enjoyment on the faces of young and old alike.

"We're seeing a revival of the Cajun culture like none before," says a pleased Huval, who has been singing and playing since he was 10 years old. The Lafayette district engineer formed his current musical group when he was a senior at the University of Southwest Louisiana, in Lafayette.

They have played Cajun music in Colorado, Minnesota, New York, Massachusetts and Winnipeg, Canada, but prefer to stay close to home now. "Most

of our playing these days is in Lafayette Parish or New Orleans," says Huval. In fact, the group is a regular at Randol's in Lafayette, where they play the Cajun music they have written and recorded.

People from as far away as France and Sweden have bought their three records and cassettes. And Chef Paul Prudomme, for whom they have played some private parties in New Orleans, is a fan. He wrote the liner notes (endorsement) on the jacket of their album to be released in December (record, tape or compact disc).

"Most of the music we put together, we write ourselves," says Huval, "and everything we record is in French. It's our contribution to keep the French language, music and culture alive."

Oliver Lacy Jr.

From the glamor days of the 1970s, when he backed up famed performers like Percy Sledge and Bobby Blue Bland, to today, when he performs every Sunday at his church for radio broadcasts, Oliver Lacy Jr., senior engineering assistant in Beaumont, has always had his music.

"I've been playing guitar and bass since I was about 14," Lacy says. "My interest was spearheaded by the church and I was encouraged by my band directors in high school and college (Prairie View A&M), where I pursued a degree in string instruments." Lacy also credits his musically-inclined family with encouraging his

ability.

During the 1970s, Lacy played rhythm and blues and jazz in popular local bands like the East Texas All Stars and Starship. By 1980, Lacy had devoted his talent to his church.

"The Lord has blessed me in many ways, and I'm now devoted to playing for Him," Lacy says.

"I'm very pleased with the way this recording turned out," Lacy says. "In the past, I had talked with co-workers about some type of recording by GSU employees. I'm glad it's finally happened."

Bob Smalley and Ben Ketcherside

Sabine Station never knew they had two such powerful voices on the same shift! Ben Ketcherside and Bob Smalley, equipment operators, both trace their interest in music to the influence of Southern Gospel music and their respective churches.

"I started singing publicly when I was about 8 years old," Ketcherside says, "and when I was 16, I went out on the road with the 'Harmony Boys,' a semi-professional Southern Gospel quartet."

He performed at the National Gospel Quartet Convention in Nashville, where he got to rub shoulders with internationally known quartets, and still sings in a quartet at his church. Ketcherside plays guitar in his church orchestra and estimates he can play about 10 different musical instruments.

"This is the first time I've had the opportunity to do something like this and it's the first time I've worked in a real



Ketcherside and Smalley

recording studio," he says.

Smalley's interest in music developed later in life. Active in athletics, Smalley never really had time for music until after high school.

"Really, my interest in music started in my church choir, when four of us decided to form a gospel quartet in the early 1980s," Smalley says. "It turned out so

well and everyone liked doing it so much, we took the name 'Solid Rock' and went from there." Smalley's quartet has performed at the Louisiana State Fair and the South Texas State Fair, as well as a Fellowship of Christian Athletes gospel event in Louisiana.



Malveaux

Myrtle Malveaux

"I thank the Lord for what He has done in my life and I want to use my voice for Him," says Myrtle Malveaux, customer contact clerk, Baton Rouge.

When asked what she enjoys most about singing, Malveaux says, "I think music is uplifting and refreshing. Singing is a ministry to me and I love to minister to people."

Malveaux carries out her weekly ministry in song by singing in the 100-voice choir at her church in Baton Rouge. "I always sing with my eyes closed. When I close my eyes, it is Jesus and me...and I minister better that way."

What does she hope to accomplish through her song on the record? "I want to reach the hearts of every employee with the real meaning of Christmas," she responds. "As the song says, 'the angels called Him Jesus, born of a virgin, but I call Him Lord.'"

Richie Wright

Singer/songwriter Richie Wright, meterman 1st class in Conroe, cultivated his talent at his church as a youngster, and has been writing and performing original material ever since, including the Christmas song he wrote for the employee record.

"I like performing, but I guess I love songwriting best of all," Wright says.

Wright, while serving in the Air Force in Southeast Asia in the 1970s, gained experience by playing in bands on-base and in nearby clubs. He recorded an

album of contemporary gospel music in 1985. Recently, he went to Nashville and recorded an album of country songs he hopes will catch the ear of an artist or producer.

"I've never sold anything commercially or received any royalties, but I feel like that will come," Wright says. "It takes a long time to build up to that success."

About the employee record, Wright says, "There are a lot of talented people in this company."



Wright

SERVICE ANNIVERSARIES

September/October

1990

Service
Anniversaries

20 YEARS

Gary R. Green
Electric T&D
Baton Rouge
Rodney Townsend
Plant Production
Sabine Station
Arthur B. Cadena
Plant Production
Sabine Station
Ralph L. Storms
Power Supply
Beaumont
Michael M. Hillhouse
Engineering Services
Beaumont
Joe D. Roberts
Rates & Regulatory Affairs
Beaumont
Norman R. Lofland
Electric T&D
Navasota
Candise T. Mathis
Legal Services
Beaumont
Shelby J. Brignac
Electric T&D
Gonzales
Albert G. Langlois
Electric T&S
Baton Rouge
Prentiss I. Humble Jr.
Gas Department
Baton Rouge
Ruth M. Stahl
Computer Applications
Beaumont
David N. Beekman
Rates & Regulatory Affairs
Beaumont
Charles L. Byars
Power Supply
Beaumont
Ramon Blair
Electric T&D
Jennings
Marshall L. Hawkes
Engineering & Tech. Svcs.
Beaumont

John W. Hemby
General Services
Beaumont
Helen R. Kennedy
Division Operations
Lafayette
Renee B. Lewis
Internal Audits
Beaumont
Ottie D. Walker
Plant Production
Nelson Coal
Ronald H. Minnich
Electric T&D
Lake Charles
Charles H. Landrum
Electric T&D
Lake Charles
Herman D. Leasure
Electric T&D
Beaumont
Patricia N. Heider
Rates & Regulatory Affairs
Beaumont
O'neal K. Kees Jr.
Electric T&D
Baton Rouge
Dana L. Hunt
Plant Production
Louisiana Station
Nancy A. Guillory
Division Operations
Lake Charles
Ronald T. Ormsby
Electric T&D
Beaumont
Clifton T. Ellis Jr.
Plant Production
Sabine Station

30 YEARS

Harriet B. Miller
Marketing
Baton Rouge
Curtis L. Kurten
Electric T&D
Conroe
John N. Watlington
Plant Production
Willow Glen
Alfred D. Hare
Electric T&D
Beaumont
Austin W. Hale Jr.
Plant Production
Neches Station
Joseph L. Gresko
Electric T&D
Lafayette
Lonnie J. Cobb
System Production
Beaumont
William G. Hollins
Power Interconnections
Beaumont
Jimmy W. Syme
Rates & Regulatory Affairs
Beaumont

40 YEARS

Joseph E. Zammit
Plant Production
Willow Glen
Eldridge L. Mathews
System Production
Beaumont
J.T. Meinscher Jr.
Executive Department
Lake Charles
Ralph M. Shirley
General Services
Baton Rouge
J.I. Pike
Electric T&D
Woodville
William E. Richard
System Operations
Beaumont
Howard T. Trammell
Internal Audits
Beaumont

10 YEARS

Teresa L. McGuire
Rates & Regulatory Affairs
Beaumont
Patrick C. Moore
Electric T&D
Lake Charles
Lionel R. Thompson
Plant Operations
River Bend
David G. Looney
Plant Production
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Nelson Station
James B. Walker II
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Sabine Station
Russell J. Roseberry
Division Accounting
Lafayette
Lewie L. Schug
Electric T&D
Baton Rouge
Anthony S. Granata
Plant Production
Nelson Coal
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Richard L. Shimek
Computer Applications
Beaumont
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Beaumont
Clifton O. English
Plant Production
Sabine Station
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Electric T&D
Port Arthur
Robert M. Paul Jr.
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Lafayette
Marcy H. Carr
Plant Production
Sabine Station
Ronald E. Cole
RB Nuclear Group
River Bend
Myrtle C. Malveaux
Division Accounting
Baton Rouge
Jimmie R. Mothershed
Plant Production
Lewis Creek
Phillip I. Paul
Electric T&D
Port Arthur

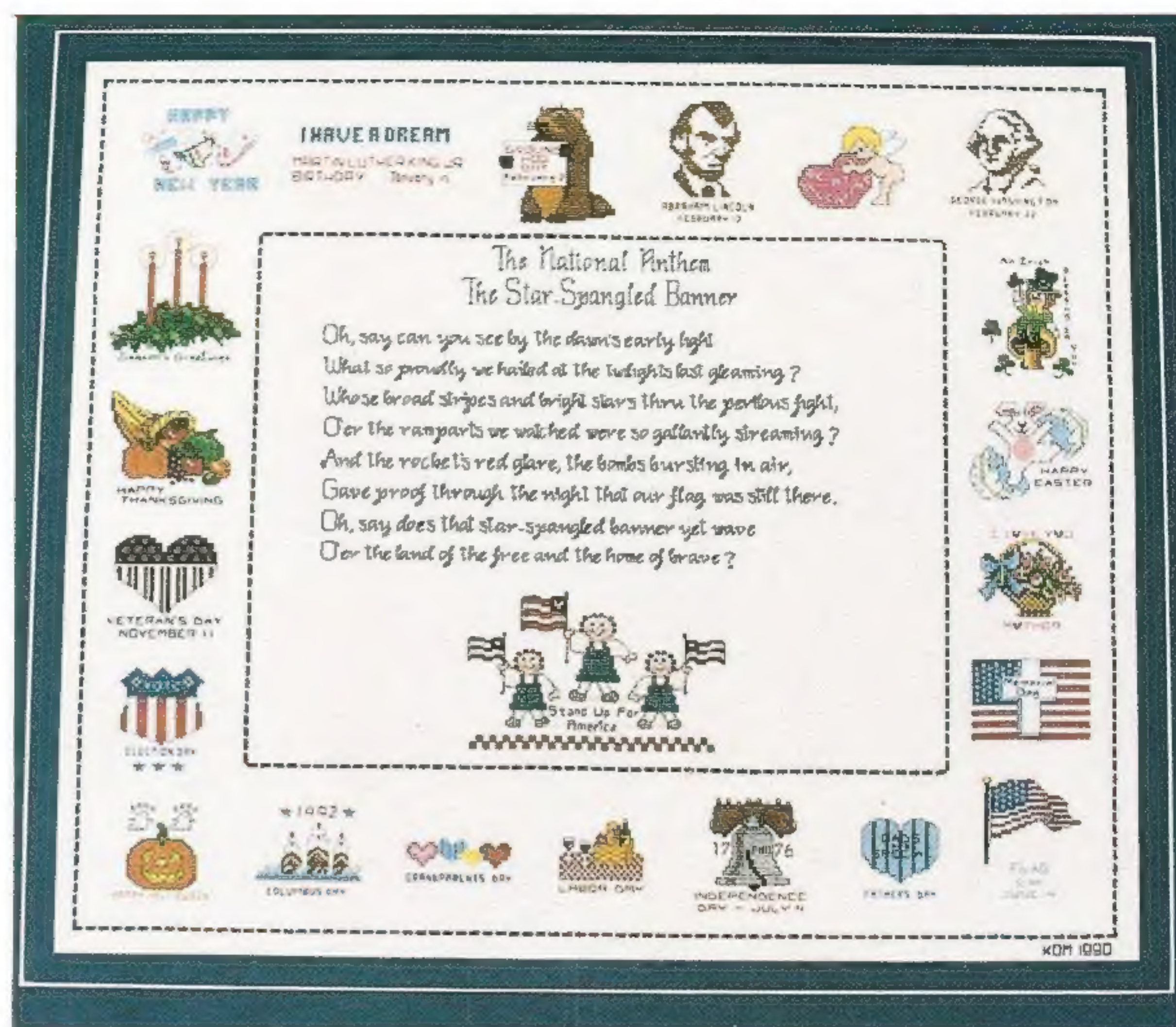
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Beaumont
Kevin M. Suire
System Production
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Jacquelyn D. Rogers
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Electric T&D
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Executive Department
Beaumont
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Electric T&D
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Beaumont

NEWS BRIEFS

Kutay Mahoney, customer contact clerk, Essen Lane, and native of Istanbul, Turkey, recently exhibited her knack for cross-stitching American style. Mahoney's design was entered in a contest sponsored by "Good Housekeeping" magazine in conjunction with First Lady Barbara Bush's campaign to end illiteracy in America. Mahoney's project depicts "The Star Spangled Banner" surrounded by American holidays. Mahoney, who became a U.S. citizen in February 1984, says she had never seen the national anthem in print and decided to do it. The funny part, according to Mahoney, was hearing her co-workers singing the words throughout the office making sure she stitched them correctly. Mahoney and her co-workers are anxiously awaiting the results of the contest which offers a 5-day trip to Washington, D.C. as first prize. Regardless of the outcome, Mahoney's peers are extremely proud of the native Turk for "standing up for America."



Ricard sends Christmas greetings to Saudi Arabia

by Mamie Burrell

When Vera Ricard learned that her friend and GSU employee Barry Hills, lineman-1st class, Baton Rouge, would be spending Christmas in Saudi Arabia, she decided to wish him Merry Christmas in a big way.

After 16 and one-half hours of tedious work, Ricard's efforts were rewarded in the form of a 76-pound Christmas

wreath. The wreath is wrapped in red velvet covered with nine varieties of approximately 3,000 pieces of Christmas candies. To complete its' festive appearance, the wreath is dressed with a large velvet and gold honeycomb bow, garnished with bears, Starbursts and tiny jingle bells.

Ricard, part-time clerk, Essen



Ricard and wreath

Lane, says she wanted to give Hills something he could share with other members of his unit.

Workers at Essen Lane were surprised at the size of Ricard's wreath, but not at all surprised by her ingenuity or purpose. As her co-workers put it, "It's just like Vera to do something extra special for someone else."

MAILBOX



Courteous cutting

The Cleveland office received this thank you letter from Customer W.R. McDearman regarding a tree removed from his property:

"Recently, I had a pine tree in my back yard killed by lightning. The tree was near GSU power lines.

"The office personnel was very courteous when I reported this tree and put me in touch with **Buddy Moore**, who sent **Doug Wellborn** out to inspect the tree.

"Mr. Wellborn was very courteous and agreed the tree was a threat to the power lines and agreed to remove it. He is a real nice young man.

"Also, for many years the news media and politicians have portrayed the utility companies as greedy and impersonal, with no competition and thinking only of themselves. Being a retired businessman, I do not believe this, but think the utilities produce and deliver energy to the public at reasonable prices."

Moore is district supervisor and Wellborn is a utility man.

Galassi gets high marks

Dennis Singletary, district superintendent, Huntsville, received this letter from **Claire Moriarty**, kindergarten teacher, **Gibbs Elementary School**, Huntsville:

"I am writing to you in regards to **Frank Galassi**. He spoke to the kindergarten classes about electrical safety, the company he works for and his job at Gulf States.

"Mr. Galassi presented a program that fit the needs of our students. His talk was interesting and he allowed the children time to ask questions. He showed the students the equipment he uses on the job and how each works. Mr. Galassi was able to maintain the interest of over 100 five-year-olds and that is not an easy task. He did a superior job.

"All of the Gulf States executive officers need to be aware of the fine work done by the Huntsville office in our community."

Galassi is a serviceman-1st class located in Huntsville.

Company credit

"My wife, Gael, and I want to take this opportunity to tell you about an employee of yours who is a credit to Gulf States Utilities," writes **Bogalusa Customer J.J. Carrel** to **Van Hereford**, division accounting superintendent, **Baton Rouge**. "Because of an understandable error, our daughter, **Cathie**, was involved in a situation that was having an adverse effect on her credit rating. If there is one thing she is very sensitive about, it's her credit rating.

"Gael and I met with **Myrtle Malveaux** on Monday, Sept. 10, and in a very short period of time she and her supervisor were able to resolve the situation. Both of them went the extra mile with us and their effort was more than we could have expected. I assure you Ms. Malveaux was instrumental in having a relieved mother, father and daughter.

"In this day and age with many individuals who deal with the public with a 'don't give a darn' attitude, it's refreshing to have the opportunity to deal with individuals like Ms. Malveaux and her supervisor. Hold on to them, they are a credit to your company and you."

Malveaux is a customer contact clerk at **Essen Lane** and her supervisor is **Sheila Sorrell**, section head.

Quick problem solving

Van Hemphill, **Montgomery** customer, sent this letter regarding a bill revision:

"Today I received the revised bill for my residential billing and it was \$68.95. I want to thank your company for the efficient manner that you handled my bill complaint.

"**Lora Davis** is to be commended for how quickly she responded and her efforts to determine the cause of the previous bill.

"It appears that my wife had written in the wrong reading on the homemade meter card. Thank you for checking out the problem and quickly revising our bill."

Davis is meter reader supervisor in **Conroe**.



Hilbun

Top service noted

"This letter is to bring to your attention the patience and helpfulness of one of your employees: **Theresa Hilbun**," writes **Susan Foreman**, assistant property manager, **Pelican Management Services Corporation**, **Baton Rouge**, to **Linda Durden**, senior clerk, **Baton Rouge**. "I deal with utility companies several times each day in the course of my job and I try to find at least one person that I can call on personally if needed. Theresa has responded quickly and efficiently every time I call.

"...Sometimes I need to request extra help or consideration. I have found that Theresa is more than willing to help or suggest alternatives when I call. I know the amount of time I require and the questions I need answered are both time consuming, but Theresa has never made me feel as if I were bothering her or wasting her time.

"Please consider this letter a compliment on the actions of Theresa and her fellow employees. I have always received prompt, courteous service from GSU's service representatives."

Hilbun is a customer contact clerk at the **Essen Lane** office in **Baton Rouge**.

Team work in action

Plain Talks recieved this letter from **Nancy Robinson**, flight nurse, **Air Rescue**, **Beaumont, Texas**, regarding an article in the June issue of the magazine:

"I have just received copies of the 'Plain Talks' article which covered **GSU Sabine Station** and **Air Rescue**. What an impressive overview of the day. It clearly represents team work in action, which is what it is all about.

"**Air Rescue** is honored to be a part of **GSU's** rescue operations...Once again, thanks for the great coverage."

Thanks from Malaysia

Former **Baton Rouge** customer **Jon Poh Kok** sent these comments to **GSU** from his home in **Sarawak, Malaysia**:

"After graduating from **LSU**, I left for home on Aug. 30. Thanks for your efficient and courteous service!"

PLAIN TALKS

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One of Santa's helpers (alias Maureen Cummings, section head, Beaumont) dropped in with last year's snow to wish all GSUsers and their families a "Merry Christmas and a Happy New Year." Photo by Scott Harper.